

PTO/SB/04 (10-01)

Approved for use through 10/31/2002. OMB 0651-0032

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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**SUPPLEMENTAL
DECLARATION FOR UTILITY
OR DESIGN
PATENT APPLICATION
(37 CFR 1.63)**

Attorney Docket Number	P04763US0
First Named Inventor	PFIFFNER, KIMBERLY ANN
COMPLETE IF KNOWN	
Application Number	09 / 918,091
Filing Date	July 30, 2001
Art Unit	2152
Examiner Name	Frances Hicks

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JUN - 7 2002

As the below named inventor, I hereby declare that:

My residence, mailing address, and citizenship are as stated below next to my name.

I believe I am the original and first inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled:

METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE CUSTOMER CONTACT MANAGEMENT

PETITIONS OFFICE

(Title of the Invention)

the specification of which

is attached hereto

OR

was filed on (MM/DD/YYYY)

07/30/2001

as United States Application Number or PCT International

Application Number

09/918,091

and was amended on (MM/DD/YYYY)

(if applicable).

I hereby declare that the subject matter of the attached amendment amendment filed on was part of my or our invention and was invented before the filing date of the original application, above identified for such invention.

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment specifically referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the natural or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign application(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, by checking the box, any foreign application for patent, inventor's or plant breeder's rights certificate(s), or of any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application Number(s)	Country	Foreign Filing Date (MM/DD/YYYY)	Priority Not Claimed	Certified Copy Attached? YES	Certified Copy Attached? NO
			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Additional foreign application numbers are listed on a supplemental priority data sheet PTO/SB/028 attached hereto:

[Page 1 of 2]

Burden Hour Statement: This form is estimated to take 21 minutes to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.

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SUPPLEMENTAL DECLARATION -- UTILITY OR DESIGN PATENT APPLICATION

Direct all correspondence to: Customer Number or Bar Code Label **22885** OR Correspondence address below

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Address

Address

City

State

ZIP

Country

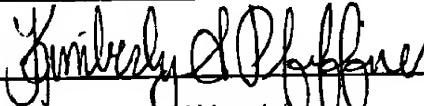
Telephone

Fax

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Name of Sole or First Inventor: A petition has been filed for this unsigned inventor

Given Name Kimberly Ann Family Name Pfiffner or Surname

Inventor's Signature 

Date 6/4/02

Residence: City Urbandale State Iowa Country USA Citizenship USA

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City Urbandale State Iowa ZIP 50322 Country USA

Name of Second Inventor: A petition has been filed for this unsigned inventor

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Inventor's Signature

Date

Residence: City Clive State Iowa Country USA Citizenship USA

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City Clive State Iowa ZIP 50325 Country USA

Additional inventors are being named on the 3 supplemental Additional Inventor(s) sheet(s) PTO/SB/02A attached hereto.

Please type a plus sign (+) inside this box →

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DECLARATION**ADDITIONAL INVENTOR(S)**
Supplemental Sheet
Page 1 of 3

Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor			
Given Name (first and middle [if any])		Family Name or Surname			
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City		Grimes	State	Iowa	ZIP 50111 Country USA
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor			
Given Name (first and middle [if any])		Family Name or Surname			
ELIZABETH JUEL		HAMER			
Inventor's Signature	<i>Elizabeth Juel Hamer</i>			Date 6/4/02	
Residence: City	Colfax	State	Iowa	Country	USA
Mailing Address 9575 S. 52nd Avenue W.					
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Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor			
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ANDREW THOMAS		KREIDER			
Inventor's Signature	<i>Andrew Thomas Kreider</i>			Date 6/4/02	
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DECLARATION

ADDITIONAL INVENTOR(S)
Supplemental Sheet
Page 2 of 3

Name of Additional Joint Inventor, if any:

 A petition has been filed for this unsigned inventor

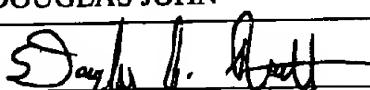
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DOUGLAS JOHN

RANTS

Inventor's Signature



Date 6-4-2002

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Inventor's Signature



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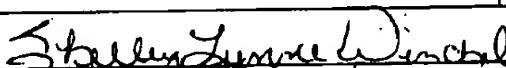
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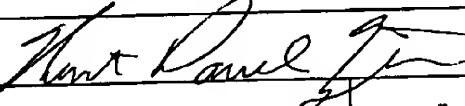
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ADDITIONAL INVENTOR(S)

Supplemental Sheet

Page 3 of 3

DECLARATION

Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle [if any])		Family Name or Surname	
KURT DAVID		ZIMMERMANN	
Inventor's Signature	 6/4/02		
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Country	USA		
Citizenship	USA		
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Mailing Address			
City	Des Moines	State	Iowa
ZIP	50310		
Country	USA		
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle [if any])		Family Name or Surname	
Inventor's Signature			
Residence: City	State	Country	Citizenship
Mailing Address			
Mailing Address			
City	State	ZIP	Country
Name of Additional Joint Inventor, if any:		<input type="checkbox"/> A petition has been filed for this unsigned inventor	
Given Name (first and middle [if any])		Family Name or Surname	
Inventor's Signature			
Residence: City	State	Country	Citizenship
Mailing Address			
Mailing Address			
City	State	ZIP	Country

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